TROUBLESHOOTING GUIDE

Technical Internet & Publication Services

05/12/2009

PRODUCT CODE: D014/D015

APPLICABLE MODEL:

GESTETNER - MP C6000/MP C7500
LANIER - LD260c/LD275c
RICOH - MP C6000/MP C7500
SAVIN - C6055/C7570

GENERAL:

The attached document is the troubleshooting guide for the D014/D015. Please use this guide as a supplement to your service manual.

New items appear in **bold** typeface.

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1. PAPER FEED ERRORS

Subject	Symptom	TSB #	Cause	Solution	Note
None at this time.					

2. COPY PROCESS

Subject	Symptom	TSB #	Cause	Solution	Note
Toner leakage			During Process Control at the first power-on, the machine supplies too much toner to the development unit	At the next service visit, set SP 3-501-003 to “0”.	
Developer spills out	During installation, when the “Filling the PCU Units with Developer” procedure is done	TSB 007	The developer bottle is not locked into place when it is attached.	Before pulling the heat seal from the developer bottle and filling the PCU units with developer, completely set the developer bottle on the PCU unit. Be sure that there is no gap between the developer bottle and PCU unit.	
Developer setup error	Shows "4(Failed)" mistakenly for the color whose developer has not been set up.	Firmware History	Engine firmware	Install version 1.05:01 or later.	
Abnormal toner density	After a jam	Firmware History	Engine firmware	Install version 1.06:01 or later.	

3. CONNECTIVITY

Subject	Symptom	TSB #	Cause	Solution	Note
FTP	FTPD fails at power on	Firmware History	Network Support firmware	Install the latest Network Support firmware.	Ver. 7.05.1 or later.
Web service stalls	If settings are changed at the same time as ScanRouter is accessing the machine.	Firmware History	Netfile firmware	Install the latest Netfile firmware.	Ver. 1.02 or later.
Web service stalls	If the machine is accessed from WIM and then it goes into Energy Saver Mode for at least 30 minutes.	Firmware History	Web Support firmware	Install the latest Web Support firmware.	Ver. 1.06 or later.
		Firmware History	Printer firmware	Install the latest Printer firmware.	Ver. 1.04 or later.
		Firmware History	Web Uapl firmware	Install the latest Web Uapl firmware.	Ver. 1.04 or later.
Web service stalls	When accessing WIM's Netware or SMB configuration page (only when using the EFI controller)	Firmware History	Network Support firmware	Install the latest Network Support firmware.	Ver. 7.11 or later.
Web service stalls	If the IPSec menu is accessed and the Encryption Algorithm setting = "Cleartext".	Firmware History	Web Support firmware	Install the latest Web Support firmware.	Ver. 1.08 or later.
Web service stalls	If more than 130 User Certificates are stored in the Address Book without a powercycle	Firmware History	Web Support firmware	Install the latest Web Support firmware.	Ver. 1.08 or later.
Telnet service stalls	When changing the SMB Computer Name with telnet (only when using the EFI controller)	Firmware History	Network Support firmware	Install the latest Network Support firmware.	Ver. 7.11 or later.
Web Image Monitor	Cannot reboot the machine via this utility.	Firmware History	Network Support firmware	Install the latest Network Support firmware.	Ver. 7.08 or later.
Web Image Monitor	Incorrect wording - S/MIME: Configuration > Security > Device Certificate.	Firmware History	Web Support firmware	Install the latest Web Support firmware.	Ver. 1.06 or later.
Web Image Monitor	"This device is currently in use by other functions. Please try again later". Must reboot the machine to use WIM again.	Firmware History	Web Support firmware	Install the latest Web Support firmware.	Ver. 1.06 or later.

Subject	Symptom	TSB #	Cause	Solution	Note
Web Image Monitor	The document server cannot be seen from Web Image Monitor; job names that include "%s" prevent the document server from being accessed by the web service.	Firmware History	Netfile firmware	Install the latest Netfile firmware.	Ver. 1.03 or later.
Web Image Monitor	Configuration > Security > IPsec > Encryption Key Auto Exchange Settings are not saved	Firmware History	Web Support firmware	Install the latest Web Support firmware.	Ver. 1.08 or later.
Web Image Monitor	**If both SNTP and Date/Time settings are configured in WIM, WIM might not be accessible.**	**Firmware History**	**Network support firmware**	**Install Network support firmware**	**Ver.7.13 or later.**
			System/Copy firmware	**Install System/Copy firmware**	**Ver.1.08 or later.**
Web Image Monitor	**Firmware versions of the Fax and Finisher are not recorded in the Access Log**	**Firmware History**	**System/Copy firmware**	**Install System/Copy firmware**	**Ver.1.08 or later.**
Web Image Monitor	**Some of the Device Settings menu items are not displayed correctly in WIM. (Except for English and Japanese)**	**Firmware History**	**Web Support firmware**	**Install Web Support firmware**	**Ver.1.09.1 or later.**
Web Smart Device Monitor	Shows the IP addresses of TWAIN clients in reverse.	Firmware History	Network Support firmware	Install the latest Network Support firmware.	Ver. 7.08 or later.
Web Smart Device Monitor	Cannot get the machine's job list if Job names include the "%s" character.	Firmware History	Netfile firmware	Install the latest Netfile firmware.	Ver. 1.03 or later.
Web Smart Device Monitor	Incorrect encryption method shown	Firmware History	Network Support firmware	Install the latest Network Support firmware.	Ver. 7.11 or later.
Web Smart Device Monitor	SNMP events not recorded in the Access Log	Firmware History	Network Support firmware	Install the latest Network Support firmware.	Ver. 7.11 or later.
Web Smart Device Monitor	Mismatched Entry ID and User Name in the Access Log	Firmware History	System/Copy firmware	Install the latest System/Copy firmware.	Ver. 1.08 or later.
LDAP server	Email addresses retrieved from an LDAP server cannot be saved to the local MFP Address Book using "Prg. Dest".	Firmware History	System/Copy firmware	Install the latest System/Copy firmware.	Ver. 1.05 or later.
Memory transfer	The memory is always transferred in PDF format even if TIFF format is selected.	Firmware History	FCU firmware	Install version 02.00.00 or later.	

Subject	Symptom	TSB #	Cause	Solution	Note
E-mail	Transmission is not reliable	Firmware History	FCU firmware	Install version 03.00.00 or later.	
NetWare	Netware settings that are unused by the EFI controller are not displayed in WIM/telnet	Firmware History	Network Support firmware	Install the latest Network Support firmware.	Ver. 7.11 or later.
			Web Support firmware	Install the latest Web Support firmware.	Ver. 1.08 or later.
Web Image Monitor	Netware servers cannot be browsed if the NCP Delivery Protocol is "IPX". This only occurred using the EFI controller.	Firmware History	Network Support firmware	Install the latest Network Support firmware.	Ver. 7.11 or later.
			Web Support firmware	Install the latest Web Support firmware.	Ver. 1.08 or later.
WSD service	When a WSD client boots, the WSD service stops.	Firmware History	Network Support firmware	Install the latest Network Support firmware.	Ver. 7.11 or later.
Cannot access the network	After the Log collection tool is run	Firmware History	Network Support firmware	Install the latest Network Support firmware.	Ver. 7.11 or later.
Cannot access the network	After going into Energy Saver Mode (no response to ping)	Firmware History	Network Support firmware	Install the latest Network Support firmware.	Ver. 7.11 or later.
			Sub CPU firmware	Install the latest Sub CPU firmware.	Ver. 1.08 or later.
WPA	If the device fails to establish a WPA or WPA2 connection once, it will not try again until rebooted.	Firmware History	Network Support firmware	Install the latest Network Support firmware.	Ver. 7.11 or later.
Wireless LAN	Cannot roam between access points using different versions of the IEEE 802.11 standard (a, b, or g).	Firmware History	Network Support firmware	Install the latest Network Support firmware.	Ver. 7.11 or later.
Wireless LAN	**Sudden loss of wireless network connectivity; "Problems with the wireless card" displayed**	**Firmware History**	**System/Copy firmware**	**Install System/Copy firmware**	**Ver. 1.08 or later.**
IPsec	Cannot use IPsec if using an IPv6 linklocal address	Firmware History	System/Copy firmware	Install the latest System/Copy firmware.	Ver. 1.07 or later.
DHCP	**The machine doesn't advertise its hostname via DHCP option 12. The DNS server might not be updated by DHCP.**	**Firmware History**	**Network support firmware**	**Install Network support firmware.**	**Ver.7.13 or later.**
Gigabit Ethernet	**The device will not display warnings about IPv6 address collisions**	**Firmware History**	**System/Copy firmware**	**Install System/Copy firmware.**	**Ver.1.08 or later.**

Subject	Symptom	TSB #	Cause	Solution	Note
@Remote	Supply call communication error	Firmware History	System/Copy firmware	Install System/Copy firmware.	Ver.1.08 or later.
@Remote	Abnormal supply call e-mail	Firmware History	System/Copy firmware	Install System/Copy firmware.	Ver. 1.08 or later.

4. PRINTING/SCANNING

Subject	Symptom	TSB #	Cause	Solution	Note
Scanner stalls	"Updating the destination List. Please wait..." is displayed if the address book is updated via ScanRouter during Sleep Mode.	Firmware History	Scanner firmware	Install the latest Scanner firmware.	Ver. 1.06 or later.
Print jobs cancelled	**LPR jobs submitted by an HP-UX, AIX or Netware 6.5 (SP6 or SP7) host**	**Firmware History**	**Network support firmware**	**Install Network support firmware.**	**Ver. 7.13 or later**
Print jobs cancelled	**IPP**	**Firmware History**	**Network support firmware**	**Install Network support firmware.**	**Ver.7.13 or later**
Print jobs rejected	**After a job consisting of a multiple of exactly 8KB (8192 bytes) is submitted via IPP**	**Firmware History**	**Network support firmware**	**Install Network support firmware.**	**Ver.7.13 or later**

5. OPERATION PANEL

Subject	Symptom	TSB #	Cause	Solution	Note
“Processing . . Please Wait	Displayed during Scan to Email.	Firmware History	Scanner firmware	Install the latest Scanner firmware.	Ver. 1.05 or later.
Does not work	After returning from energy saver mode.	Firmware History	System/Copy firmware	Install the latest System/Copy firmware.	Ver. 1.05 or later.
"(C, M, Y, or K) toner is almost empty" or "(C, M, Y, or K) toner is empty"	Displayed on the operation panel when a brand new toner cartridge is installed. Then, if you install this toner cartridge on another machine, "INDEPENDENT SUPPLIER TONER CARTRIDGE HAS BEEN SET" is displayed.	Refer to TSB 35 & 37	Developer Fill (SP3814) or Developer Setup (SP3811) was not completed correctly.		Refer to TSB 35 & 37
“Failed”	Displayed immediately after hitting the execute button when you try to do SP3814 (developer fill).	1. The fusing unit has not been warmed up to the Ready condition yet OR 2. The ITB release lever is set to the upper position.		1. Execute SP3814 after the machine beeps twice. (This means that the fusing temperature has reached the Ready condition). 2. Make sure that the ITB release level [A] is at the lower position when you execute SP3814. Important: After you do SP3814, set the ITB release lever to the upper position. This is necessary in order to do SP3811 (developer set up).	
Wording errors	Jam clear animated instructions (D1/E1 knob).	Firmware History	LCDC firmware Language firmware	Install the latest LCDC and Language firmware.	Ver. 1.04 or later.

6. SECURITY

Subject	Symptom	TSB #	Cause	Solution	Note
Unauthorized use not logged	Copying attempts not logged	Firmware History	System/Copy firmware	Install the latest System/Copy firmware.	Ver. 1.03 or later.
LDAP authentication	Authentication fails on any LDAP server outside the first Kerberos Realm	Firmware History	System/Copy firmware	Install the latest System/Copy firmware.	Ver. 1.05 or later.
LDAP authentication	64 failed attempts to login to Simplified LDAP Authentication will cause all later attempts to fail.	Firmware History	System/Copy firmware	Install the latest System/Copy firmware.	Ver. 1.05 or later.
LDAP authentication	Fails if the login name or password contain extended ASCII characters	Firmware History	System/Copy firmware	Install the latest System/Copy firmware.	Ver. 1.08 or later.

7. ERROR CODES

Subject	Symptom	TSB #	Cause	Solution	Note
SC418	Static electricity builds up on the sensor and attracts toner particles.		The ID sensor or MUSIC sensor is wiped with a dry cloth.	Do not use a dry cloth. Use a damp cloth (alcohol).	
SC455			A manufacturing error in the brush scraper causes damage to the ITB cleaning brush	Replace the ITB cleaning unit with the modified part: P/N D0149901	
SC544	Appears mistakenly when the lower drawer unit is pulled out while the main power switch is ON.	Firmware History	Engine firmware	Install the latest Engine firmware.	Ver. 1.07:01 or later. (only certain lot numbers)
SC564	Appears mistakenly when the lower drawer unit is pulled out while the main power switch is ON.	Firmware History	Engine firmware	Install the latest Engine firmware.	Ver. 1.07:01 or later. (only certain lot numbers)
SC672	When Suspend To RAM was used.	Firmware History	System/Copy firmware	Install the latest System/Copy firmware.	Ver. 1.03 or later.
SC672		Firmware History	System/Copy firmware	Install the latest System/Copy firmware.	Ver. 1.04 or later.
SC672	If WIM's Encryption Key Auto Exchange Settings page is left open for 30 minutes (also, the web service will stop)	Firmware History	Web Support firmware	Install the latest Web Support firmware.	Ver. 1.08 or later.
SC672	If a job containing a BW image is stored on the HDD (e.g. Locked Print) after the machine has just returned from Energy Saver mode. Only for machines with the Media Link Board.	Firmware History	System/Copy firmware	Install the latest System/Copy firmware.	Ver. 1.08 or later.
SC672	**After recovering from the STR condition**	**Firmware History**	**System/Copy firmware**	**Install System/Copy firmware**	**Ver. 1.08 or later.**
SC672	**When the originals are removed from the ADF during the STR condition.**	**Firmware History**	**System/Copy firmware**	**Install System/Copy firmware**	**Ver. 1.08 or later.**
SC687	Continuous printing of 50-150 page IPDS jobs, for 5 or 6 hours	Firmware History	System/Copy firmware	Install the latest System/Copy firmware.	Ver. 1.07 or later.
SC816	When the main switch is turned ON or when switching the network path.	Firmware History	Sub CPU firmware	Install the latest CPU firmware.	Version 1.07 or later.

Subject	Symptom	TSB #	Cause	Solution	Note
SC816	After going into Energy Saver Mode	Firmware History	Network Support firmware	Install the latest Network Support firmware.	Version 7.11 or later.
			Sub CPU firmware	Install the latest CPU firmware.	Version 1.08 or later.
SC816	Attempting to ping the machine while it is in Energy Saver mode	Firmware History	Network Support firmware	Install the latest Network Support firmware.	Version 7.11 or later.
			Sub CPU firmware	Install the latest CPU firmware.	Version 1.08 or later.
SC816	**When the originals are removed from the ADF during the STR condition.**	**Firmware History**	**System/Copy firmware**	**Install System/Copy firmware**	**Ver.1.08 or later.**
SC819	A USB device was removed.	Firmware History	System/Copy firmware	Install the latest System/Copy firmware.	Ver. 1.03 or later.
SC819		Firmware History	System/Copy firmware	Install the latest System/Copy firmware.	Ver. 1.04 or later.
SC819	If the machine is accessed via IPsec repeatedly without a power cycle.	Firmware History	Network Support firmware	Install the latest Network Support firmware.	Ver. 7.10.1 or later.
SC819	Jobs stored on the device HDD (via Job Type) while the device is in Energy Saver mode	Firmware History	System/Copy firmware	Install the latest System/Copy firmware.	Version 1.06 or later.
SC819	**After recovering from energy saver mode**	**Firmware History**	**System/Copy firmware**	**Install System/Copy firmware**	**Ver. 1.08 or later.**
SC819	**After recovering from the STR condition**	**Firmware History**	**System/Copy firmware**	**Install System/Copy firmware**	**Ver.1.08 or later.**
SC866	Appears when inserting the option SD card.	Firmware History	System/Copy firmware	Install the latest System/Copy firmware.	Ver. 1.05 or later.
SC984	After jam recovery.	Firmware History	System/Copy firmware	Install the latest System/Copy firmware.	Ver. 1.04 or later.
SC991	Interrupt printing with FTP.	Firmware History	Network Support firmware	Install the latest Network Support firmware.	Ver. 7.05.1 or later.
SC991		Firmware History	System/Copy firmware	Install the latest System/Copy firmware.	Ver. 1.04 or later.
SC991	Windows XP x64: Occurs with jobs submitted using the IE ftp client	Firmware History	Network Support firmware	Install the latest Network Support firmware.	Ver. 7.11 or later.
SC991	**After recovering from the STR condition**	**Firmware History**	**System/Copy firmware**	**Install System/Copy firmware**	**Ver. 1.08 or later.**

Subject	Symptom	TSB #	Cause	Solution	Note
SC997	Appears on EFI controller based machines if IPv6 network settings are changed.	Firmware History	Network Support firmware	Install the latest Network Support firmware.	Ver. 7.10.1 or later.
SC997	Occurs if the sending of a Scan to Email using SMIME is interrupted	Firmware History	Network Support firmware	Install the latest Network Support firmware.	Ver. 7.11 or later.
SC997	Occurs when sending a PJL readback (or ustatus), if diprint's bidirect is on from telnet.	Firmware History	Network Support firmware	Install the latest Network Support firmware.	Ver. 7.11or later.
SC997		**Firmware History**	**Global Scan NX firmware**	**Install Global Scan NX firmware**	**Ver. 1.1.3.0 or later.**
SC998		Firmware History	System/Copy firmware	Install the latest System/Copy firmware.	Ver. 1.04 or later.
Process control self check result abnormal	Static electricity builds up on the sensor and attracts toner particles.		The ID sensor or MUSIC sensor is wiped with a dry cloth.	Do not use a dry cloth. Use a damp cloth (alcohol).	

8. OPTIONAL UNITS

Subject	Symptom	TSB #	Cause	Solution	Note
Z-folder	After the turning main power switch OFF/ON, the SP settings for Z-Folding position are canceled.	Firmware History	Engine firmware	Install version 1.06:01 or later.	
Mail box	Jam (b/w, one-sided, B4 with punching)	Firmware History	Engine firmware	Install version 1.06:01 or later.	
Fax	Senders information not set.	Firmware History	Fax firmware	Install the latest Fax firmware.	Ver. 2.00.01 or later.
Fax	"Transmission Result by E-mail" does not work.	Firmware History	FCU firmware	Install version 02.00.00 or later.	
Fax	LAN Fax: E-mail is sent without Title and Cover Sheet	Firmware History	FCU firmware	Install version 02.00.00 or later.	
Fax	V34 rx: Fax is disconnected and a Power Failure Report is printed out.	Firmware History	FCU firmware	Install version 02.00.00 or later.	
Fax	Error code 6-21 during LAN fax	Firmware History	FCU firmware	Install version 02.00.00 or later.	
USB	USB device not recognized.	Firmware History	System/Copy firmware	Install the latest System/Copy firmware.	Ver. 1.03 or later.
PictBridge	PictBridge error.	Firmware History	System/Copy firmware	Install the latest System/Copy firmware.	Ver. 1.03 or later.
PostScript	Will not start if installed on same SD card as printer/scanner, and printer/scanner was removed from the card.	Firmware History	System/Copy firmware	Install the latest System/Copy firmware.	Ver. 1.04 or later.
Copy Connector Kit	SP error occurs when this option is used	Firmware History	Engine firmware	Install version 1.05:01 or later.	
SD cards	Cannot load an application from an SD card if either of the WIM settings, Permit Firmware Update or Permit Firmware Structure Change are enabled.	Firmware History	System/Copy firmware	Install the latest System/Copy firmware.	Ver. 1.07 or later.
Punching	**Cannot punch when printing out a duplex job using the PCL5c/PCL6 driver while the GBC-SPIII is installed.**		**Program bug in the PCL printer driver for the D014/D015**	**This issue will be solved with the release of the new Ring Binder RB5000 for the D014/D015 in April 2009 or later.**	
E-7100 controller	Machine cannot enter sleep mode when the scanner is used.	Firmware History	System/Copy firmware	Install the latest System/Copy firmware.	Ver. 1.05 or later.
E-7100 controller	Memory overflow when the scanner is repeatedly used.	Firmware History	System/Copy firmware	Install the latest System/Copy firmware.	Ver. 1.05 or later.
E-7100 controller	Printer stops in the middle of a high-volume job.	Firmware History	System/Copy firmware	Install the latest System/Copy firmware.	Ver. 1.05 or later.

Subject	Symptom	TSB #	Cause	Solution	Note
E-7100 controller	Group Membership is after Active Directory group is added.		Apply the required Patch File(s) for Printer Controller E-7100 system version 1.0. More than one patch file may be needed, and the order in which they are applied may be important.		
E-7100 controller	A Harmony layer error occurs after Domain groups are added and removed.		Apply the required Patch File(s) for Printer Controller E-7100 system version 1.0.		
E-7100 controller	In the Configuration page, black overprint shown as “KOVRPRTCNTRL".		More than one patch file may be needed, and the order in which they are applied may be important.		
E-7100 controller	The Dutch system can't print PS/PCL Test Page, Font List, Color Chart and Control Panel Map.	Apply the required Patch File(s) for Printer Controller E-7100 system version 1.0.			
E-7100 controller	When printing the configuration sheet, unknown patch (not released patch) 1-TTAGD may be shown in the patch name list.	For the E-7100 units in which the BIOS version is below 1.1.0, the patch “1-TTADG.ps” is applied during the mass-production run at the factory.			
E-7100 controller	Mac OS: When the PS driver is installed with Direct queue, accessories are not detected automatically.	Apply the required Patch File(s) for Printer Controller E-7100 system version 1.0. More than one patch file may be needed, and the order in which they are applied may be important.			
E-7100 controller	Windows, PS driver: Although "Update Fiery Driver When Opened" is selected, the configuration will not be updated, even when the finisher configuration has been changed.	Apply the required Patch File(s) for Printer Controller E-7100 system version 1.0. More than one patch file may be needed, and the order in which they are applied may be important.			
E-7100 controller	When the default file type is set to “jpeg”, the start button stays red and scanning does not start.	Apply the required Patch File(s) for Printer Controller E-7100 system version 1.0. More than one patch file may be needed, and the order in which they are applied may be important.			
E-7100 controller	SC991	Apply the required Patch File(s) for Printer Controller E-7100 system version 1.0. More than one patch file may be needed, and the order in which they are applied may be important.			
E-7100 controller	E-mail scan message not displayed on the operation panel after the e-mail scan is executed.	Apply the required Patch File(s) for Printer Controller E-7100 system version 1.0. More than one patch file may be needed, and the order in which they are applied may be important.			

Subject	Symptom	TSB #	Cause	Solution	Note
E-7100 controller	When selecting a printed job from the job list on the 2nd page, printed job information in the “Main” tab is not displayed.	Apply the required Patch File(s) for Printer Controller E-7100 system version 1.0. More than one patch file may be needed, and the order in which they are applied may be important. See the Bulletin for the required patch file(s), and the correct procedure to use.			
E-7100 controller	The values of preset mode become wrong when the default value of the file format is set.	Apply the required Patch File(s) for Printer Controller E-7100 system version 1.0. More than one patch file may be needed, and the order in which they are applied may be important.			
E-7100 controller	When clearing an ADF jam and attempting to scan the original by placing it on the exposure glass, the controller freezes while indicating “Scanning…”.	Apply the required Patch File(s) for Printer Controller E-7100 system version 1.0. More than one patch file may be needed, and the order in which they are applied may be important.			
E-7100 controller	When a Fiery Scan was executed while another function (such as copier, document server) was using the scanner, the message “Cannot Scan. Scanner is Currently in use by another function” appears but after that the machine cannot enter "Sleep mode".	Apply the required Patch File(s) for Printer Controller E-7100 system version 1.0. More than one patch file may be needed, and the order in which they are applied may be important.			
E-7100 controller	When the Fiery Scan has been canceled and the machine has entered the “Sleep mode”, the machine cannot scan after it has resumed from “Sleep mode".	Apply the required Patch File(s) for Printer Controller E-7100 system version 1.0. More than one patch file may be needed, and the order in which they are applied may be important.			
E-7100 controller	A booklet with staple job prints without folding and stapling.	Apply the required Patch File(s) for Printer Controller E-7100 system version 1.0. More than one patch file may be needed, and the order in which they are applied may be important.			
E-7100 controller	**The machine freezes when the original is scanned under the Full Color+Mixed ON condition**	**System/Copy firmware**		**Install version 1.08 or later.**	
E-7100 controller	**The machine freezes during a continuous huge print job**	**System/Copy firmware**		**Install version 1.08 or later.**	
E-7100 controller	**Print job freezes.**	**System/Copy firmware**		**Install version 1.08 or later.**	

Subject	Symptom	TSB #	Cause	Solution	Note
Cover interposer	The job cannot be completed if the Inserter cover is opened.	Firmware History	Cover interposer firmware	Install Cover interposer firmware version 02.070:41 or later.	
Cover interposer	The job cannot be completed if the paper on the feeder tray is dragged out.	Firmware History	Cover interposer firmware	Install Cover interposer firmware version 02.070:41 or later.	
Cover interposer	The job cannot be completed if a jam occurs on the interposer or a downstream peripheral.	Firmware History	Cover interposer firmware	Install Cover interposer firmware version 02.070:41 or later.	

9. IMAGE PROBLEMS

Subject	Symptom	TSB #	Cause	Solution	Note
Halo effect	GW controller printing, 2-bit mode (1800 x 600 dpi) and in 4-bit mode (9600 x 600 dpi).	TSB 002	Product limitation	Either 1) Print out the image using 1-bit mode (600x600dpi) instead, or 2) Change the dither pattern used in 2-bit mode (1800x600dpi).	
Image outside print area	Occurs under certain conditions.	Firmware History	System/Copy firmware	Install the latest System/Copy firmware.	Ver. 1.04 or later.
Light image	Static electricity builds up on the sensor and attracts toner particles.		The ID sensor or MUSIC sensor is wiped with a dry cloth.	Do not use a dry cloth. Use a damp cloth (alcohol).	
Toner spots			A manufacturing error in the brush scraper causes damage to the ITB cleaning brush.	Replace the ITB cleaning unit with the modified part: P/N D0149901.	
Banding	At about 100m from the trailing edge.		The paper vibrates when the trailing edge is released by the registration roller.	Adjust the value of SP1-008-001 and 002.	
Jobs combined	Jobs stored on the device HDD (via Job Type) while the device is in Energy Saver mode	Firmware History	System/Copy firmware	Install version 1.06 or later.	
Incorrect color	When the customer selects a User Color, the actual printed out color is different from the Sample Color.	Firmware History	System/Copy firmware	Install the latest Engine firmware.	Ver. 1.08:01 or later.

10. OTHERS

Subject	Symptom	TSB #	Cause	Solution	Note
Machine stalls	Power is not cycled off/on after Transfer Log cycle is enabled.	Firmware History	Netfile firmware	Install the latest Netfile firmware.	Ver. 1.01 or later.
Machine stalls	If an LPR job is followed by an AppleTalk job.	Firmware History	Network Support firmware	Install the latest Network Support firmware.	Ver. 7.10.1 or later.
Machine stalls	When a large number of jobs are stored to the hard disk.	Firmware History	Printer firmware	Install the latest Printer firmware.	Ver. 1.07 or later.
Machine stalls	**If a user logs back in after their session has timed out; "Authenticating... Please wait" is shown.**	**Firmware History**	**System/Copy firmware**	**Install System/Copy firmware**	**Ver.1.08 or later.**
Machine stalls	**When a large number of jobs (150 or more) are printed continuously.**	**Firmware History**	**System/Copy firmware**	**Install System/Copy firmware**	**Ver. 1.08 or later.**
Machine is too slow.	Excessive time lag when the machine rejoins the network after exiting Energy Saver Mode.	Firmware History	Network Support firmware	Install the latest Network Support firmware.	Ver. 7.10.1 or later.
Paper jam animation error.		Firmware History	System/Copy firmware	Install the latest System/Copy firmware.	Ver. 1.05 or later.
Paper type error		Firmware History	System/Copy firmware	Install the latest System/Copy firmware.	Ver. 1.05 or later.
Date and time not correct.	The time zone setting is ignored; printed with GMT only.	Firmware History	System/Copy firmware	Install the latest System/Copy firmware.	Ver. 1.05 or later.
Timer	Timer will not function correctly after returned from STR (Suspend To RAM) condition.	Firmware History	System/Copy firmware	Install the latest System/Copy firmware.	Ver. 1.05 or later.
SP Mode	SP6110 does not exist.	Firmware History	System/Copy firmware	Install the latest System/Copy firmware.	Ver. 1.05 or later.
Does not print	If the power is turned ON while the SR4020 front cover is open.	Firmware History	Engine firmware	Install version 1.05:01 or later.	
Debug log	The setting that controls access to the Debug Log (SP5842-001 bit #7) has no effect.	Firmware History	Netfile firmware	Install the latest Netfile firmware.	Ver. 1.03 or later.
Firmware update	Fails when using an SD card	Firmware History	System/Copy firmware	Install the latest System/Copy firmware.	Ver. 1.08 or later.

Subject	Symptom	TSB #	Cause	Solution	Note
Energy Saver mode	Cannot stay in Energy Saver mode if the On Board NIC is disabled (SP5-985-001 = 0)	Firmware History	Sub CPU firmware	Install the latest Sub CPU firmware.	Ver. 1.08 or later.
Communication between PCBs failed	**Between the engine and the controller board**	**Firmware History**	**System/Copy firmware**	**Install System/Copy firmware**	**Ver. 1.08 or later.**